

Frequently asked Questions Mount Pleasant Wisconsin

Building Department

What types of projects need building permits?

You will need a building permit for most projects other than siding, roofing and window replacement. Projects that include new structures or additions to existing structures will require zoning department approval prior to the issuance of a building permit.

What State of Wisconsin codes does the Building Department enforce?

UDC (Uniform Dwelling Code) for one and two family residential projects.

IBC (International Building Code) for three or more unit residential units and all commercial projects.

NEC (National Electric Code) and SPS 316 for all residential and commercial electrical projects.

Can I as the homeowner pull my own building permit?

Homeowners can pull their own building permits but they must first read and sign the *Cautionary Statement* that is found on the forms page under **Building** prior to the issuance of the building permit.

Building Contractors pulling permits for work being done on one and two family homes are required to have both a State of WI Dwelling Contractor Certification and Dwelling Contractor Qualifier Certification.

For more information click here...<http://dsps.wi.gov/sb/SB-CredDwelConExplan0707.html>

Building Contractors pulling permits for commercial projects need to have a minimum of a Building Contractor Registration.

For more information click here...<http://dsps.wi.gov/sb/SB-BuildingContractorProgram.html>

Heating Contractors pulling permits need to have a HVAC Contractor Credential.

Electrical Contractors pulling permits need to have a State of WI Masters Card and either a Building Contractor Registration or Electrical Contractors Certification.

For more information click here...<http://dsps.wi.gov/sb/SB-DivCreds.html>

Note: Contractors performing work on residential or commercial buildings need to have a minimum of a Building Contractor Registration. Also, if performing renovation work on residential properties, schools and child care buildings built before 1978, the **Lead Safe Rules** administered by the Wisconsin Department of Health Services (DHS) need to be followed.

For more information click here...<http://dsps.wi.gov/sb/SB-BuildingContractorProgram.html>

and here... <http://dsps.wi.gov/sb/SB-BuildingContractorLeadSafe.html>

Where can I find information such as permit application forms?

Click on **Departments** icon on the top of the webpage...then click on **Building**. Scroll down and you will find several categories of work projects with the corresponding forms under each listing.

When are the inspectors available for plan review and issuing permits?

The building inspectors are available Monday through Friday, 8:00 am to 5:00 pm. Office hours are from 8:00 am – 10:00 am and from 1:00 pm – 2:00 pm. You can call us anytime from 8:00 am – 5:00 pm. If we do not answer the phone we will return the call as soon as possible. The inspectors are out in the field conducting inspections and are not available during non office hours.

Engineering Department

- **Who is responsible for the culvert under my driveway?**

Driveway culverts are owned by the respective property owner (those with ownership of the driveway crossing the culvert). If a property owner wishes to replace their driveway culvert, there is a required culvert installation permit administered by the Highway Department which includes the Highway Department setting grades for and placing the culvert, but does not include purchase and delivery of the pipe.

- **My sump pump runs constantly, causing icing/standing water issues. Is there anything that can be done?**

By ordinance, sump pumps must be discharged at grade towards the street to which the property is addressed to, unless otherwise approved by the Village. Unfortunately, owners often run the discharge all the way into the street. This results in water problems in many locations, and in some cases it creates dangerous icing conditions. Some options available to property owners wishing to mitigate this problem are moving the sump pump discharge point farther back from the curb or ditch line to promote increased infiltration. The Village also allows connection to nearby storm sewers or alternative locations (e.g. detention ponds) subject to approval by the Village Engineering Department.

- **Who is responsible for repair/maintenance of my sanitary sewer/sump pump lateral?**

The property owner is responsible for the repair and maintenance of their sewer lateral(s) up to and including the connection to the main sewer line.

- **When is my street scheduled for repaving?**

Road paving is governed by the 5-year Public Works Capital Improvement Plan. This document is typically in a state of flux and changes from year to year. The Village Engineer presents the recommended 5-year plan to the Public Works Committee every year based on a pavement rating system to recommend to the Village Board which roads will be included for reconstruction/repaving the following year. The Village Board then decides on the amount of funding for the budget allocation to fund paving. If the

paving recommended by the Committee is not fully funded then the 5-year CIP is reviewed and revised for the next year's budget cycle.

- **I live on a dead-end/cul-de-sac road and the road wasn't adequately plowed. Why was plowing not completed?**

On certain dead-end and cul-de-sac streets, the presence of parked cars on either side of the street prevents Village plows from traversing a cul-de-sac or backing out of a dead end section of road. Please be courteous of our plow drivers in these unique situations and park vehicles in driveways when a plowing operation is expected.

- **I am currently on a well and am interested in municipal water service. What is the next step?**

The Village sponsors municipal water main projects when a petition is received showing a majority of the proposed service area would be interested in obtaining municipal water service from the Racine Water Utility. The Village assesses these projects back to the affected property owners generally based on property frontage. Residents are also solely responsible for the cost of their individual services from the water main to the building, permits and connection charges if they decide to connect. Connection is not mandatory, however, the assessment is levied at the time the water main goes into service.

- **What do the charges labeled "STORM RESIDE", "STORM COMMER", etc. Mean on my tax bill?**

These refer to annual storm water utility charges applicable to each property in the Village. Properties are categorized as residential ("RESIDE"), commercial ("COMMER"), etc. These fees fund all operations, maintenance, and project costs within the Storm Water Utility.

Please refer to the portion of the Village's website, http://www.mtpleasantwi.gov/Departments/Departments_StormWater.aspx under the section labeled "ERU Fee Structure" for more information.

- **There is a dead/fallen tree within Village right-of-way that needs to be removed. Whose responsibility is it?**

If the tree is located in Village right-of-way and is deemed a potential hazard, the Village will remove the tree at no cost to the property owner. If a fallen tree is located within a waterway and is deemed a significant impediment to flow within that waterway, the Village will agree to remove the tree and leave it on the property on which it was removed from, pending written permission from the property owner.

- **Can I grade my yard or haul in fill on my property without a permit?**

No. Village ordinances require such grading work to be permitted. Contact the Engineering Department for information that is required to be submitted with a permit application. The Engineering Department will review your plans to make sure your grading work does not negatively affect drainage systems or neighboring properties.

- **Does the Village pick up yard waste?**

No. Refuse is collected through contract with Veolia Environmental Services, who hauls it to the landfill. Yard waste is not allowed to be placed in the landfill. The Village does have a compost site where residents can take yard waste. The compost site is located north of STH 20. The access road is north of the intersection of STH 20 with West Road. The site is open Wednesdays; 12:00 p.m. to 6:00 p.m. and Saturdays; 9:00 a.m. to 4:00 p.m. in calendar year 2012 the site will be open between April 14th and November 21st. Contact the Highway Department for material restrictions.

- **If a snow plow damages my mailbox will the Village repair it?**

Yes. The Village policy provides the Village will replace your damaged mail box, but only with a mailbox and support approved by the U.S. Postal Service. Mail boxes with non-typical steel supports or masonry is not permitted in the right – of-way as it is considered an obstruction in Village right-of-way that could cause major damage and injury to an errant vehicle.

- **Are there requirements and restrictions for where I have my mailbox?**

Yes. The U.S Postal Service must be contacted to ensure the location fits into their carrier routes. Mailbox installations should follow Postal Service recommendations for type of box and support for materials, height, and set back from the pavement edge. Contact the USPS or the Engineering Department for details.

Police Department

If I need to get an accident or police report what things do I need?

An open records request form needs to be filled out and submitted. Also an incident/complaint number is needed.

How much does it cost to get an incident/accident report?

It is \$.025 a page for incident reports and \$5 for accident reports.

When will my accident report be completed and ready to be picked up?

Accident reports take about 3-5 days to get into the records department to be processed. We recommend giving us about 5-6 working days to have it ready.

If my incident/accident is still under investigation will I be able to obtain the report?

It is possible that the open records request can be denied if the case is still under investigation or if it is of sensitive nature.

What are the records department hours and phone number?

Records department is open Monday-Friday from 8am-7pm. They are closed weekends and holidays. They can be contacted at (262)884-0454.

I need to get my fingerprints taken. Can the police department do that?

The police department can assist you with being finger printed for employment or other required purposes. This service is offered to all Village of Mt Pleasant residents and persons employed in the Village of Mt Pleasant. You can have this done Monday - Friday from 8am-3pm. You will need the following to have this completed:

- 1. Photo ID or Drivers License*
- 2. Proof of residency or employment*
- 3. Own finger print cards*
- 4. \$10 processing fee*

I have a question about a citation I received. Who do I contact?

If you have a question about court procedures, you can contact the Municipal Court Clerk @ (262)664-7800 ex:7831

Mon. 1:00pm to 5:00PM

Tues. 8:00AM to 4:30PM

Wed. 9:30AM to 5:00PM

Thurs. 8:00AM to 4:30PM

Other questions about citations should be directed to the police department at 262-884-0454.

Where is the Police Department and Municipal Court located?

Both are located at:

8811 Campus Dr

Mt Pleasant, WI 53406

I have a group that would like to have an officer speak to them. Does the Police Department do that and how do I schedule it?

*The Police Department currently has several Police Officers assigned to the Community Policing Unit that can speak to your group. If you would like to request an officer for your group contact **Sgt. Relich at (262)884-0454, ex:7939** or fill out the **Officer Request Form from the web site.***

My group would like to have a tour of the police department how do I schedule that?

We have an Officer Request form on our web site. Fill this out and submit it to the police department and we will contact you.

I would like to ride along with a police officer during their shift. Is that possible and what do I need to do to request that?

You can request to ride with an officer while the officer is on duty. You must be at least 18 yrs old and must sign a liability release waiver. You must have a bonafide interest in a law enforcement career (in school, etc.) or other acceptable reason. Contact Captain Smith (262)884-0454 with questions or requests.

Does the police department have a Facebook page that I can keep up to date on things happening in the village?

The police department does have a Facebook page. We provide crime and weather alerts and long with safety information.

You can follow us at: www.facebook.com/mppdwi.

Sewer Utility

Q: Why don't you provide a return envelope with the sewer bills?

A: In an effort to help keep operational costs down we have chosen not to include a return envelope for sewer bill payments. We feel that the percentage of envelopes that would actually be utilized would be minor compared to the number that would be sent out quarterly, resulting in money spent on envelopes that are never used.

We do offer several payment options for your sewer utility bill that do not require an envelope and stamp:

- 1) Pay your bill at Village Hall
- 2) Pay your bill using our Direct Payment plan – your payment can be automatically deducted from your checking or savings account.
- 3) Pay your bill using your banks online bill payment process.
- 4) Pay your bill by electronic check or credit card through Official Payments by calling 1-800-272-9829 or by visiting their website at www.officialpayments.com , you will need to use Jurisdiction code 5859. There is a convenience fee charged by Official Payments for this option.

Q: What do I do if I have a sewer plug/backup?

A: If you have a sewer backup during normal business hours, Monday through Friday between 8:00 am and 5:00 pm, call Village Hall at (262)664-7800. If you have a sewer backup after normal business hours, on the weekend or a holiday, call (262)636-9550 and mention that you are located in Mount Pleasant.

Q: If my sewer lateral/line fails, who is responsible for the repair?

A: You as a property owner are responsible for the sewer lateral from the house to the public main. This includes cleaning and replacement.

Q: If I don't pay my sewer utility bill, what quarters will go on my current years' tax bill?

A: Delinquent sewer balances are placed on the tax roll each year. Any outstanding balances from 3rd quarter (July 1 – Sept 30) and 4th quarter (Oct 1 – Dec 31) of the previous year and 1st quarter (Jan 1 – Mar 31) and 2nd quarter (Apr 1 – June 30) of the current year are placed on the current years' tax bill. Delinquent Sewer tax roll notices are sent out yearly at the same time as the 3rd quarter bill for any accounts having an outstanding balance that is past due as of October 1st of that current year. If the delinquent balance is not paid by November 1st a 10% tax roll penalty is added to the account. Any outstanding tax roll eligible balance not paid by November 15th is rolled off of the sewer utility account and placed on the current years' tax bill. Please keep in mind that when the tax roll off happens, it does not roll off the amount due from the current year's 3rd quarter bill as it was not delinquent as of October 1st, the balance will remain on the sewer utility account until paid or the next years tax roll off happens.

Q: Why do you send my bill to me as Occupant and not in my name?

A: We bill to an address, not a person and address the statements to Occupant. You will notice that your water bill is done the same way. We will put names on accounts if they are set up on our Automatic Payment Plan or if the owner does not live at the

service address and would like the bill mailed to them at a different address and on Commercial Businesses. By not putting names on the accounts it helps eliminate bills being forwarded to former tenants and/or homeowners that have moved and/or sold their homes and are no longer responsible for paying the sewer utility bill. Unfortunately, most of the time we are not notified by the title companies or real estates agencies when homes are sold.

Q: I live out of state part of the year, can I get my sewer bill sent to an alternate address?

A: The Post Office will not forward mail addressed as Occupant. If you are going to be out of state for part of the year we can update your mailing address to your temporary address. All you need to do is give us a call (262)664-7800 and let us know what your temporary address will be and we will gladly update your mailing address. Upon your return home, give us a call and we will switch your mailing address back to your local address.

Q: No one is residing at the residence will I still have to pay a sewer utility bill?

A: Yes. Unless the sewer line is physically disconnected from the sewer main, a sewer utility bill will be generated each quarter.

Q: How often do you bill and what are the dates for the bills?

A: We bill quarterly at the end of each quarter with the payments being due on the last business day of the next month.

Our quarters are as follows:

1st Quarter January 1 – March 31 with the bill being due in April.

2nd Quarter April 1 – June 30 with the bill being due in July.

3rd Quarter July 1 – September 30 with the bill being due in October.

4th Quarter October 1 – December 31 with the bill being due in January.